

49

**REMINDERS,
TOOLS,
AND TIPS
TO CREATE A
Wake Up Eager
Workforce**



WAKE UP EAGER
WORKFORCE

SUZIE PRICE

49

REMINDERS, TOOLS, AND TIPS TO CREATE A Wake Up Eager Workforce

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★ INTRODUCTION

These Wake Up Eager Workforce tools and tips will help you build commitment and reduce drama. Poor performance and turnover on your team are costly. They are the silent killers of corporate profitability and engagement.

Add these practical tools and resources to your leadership tool chest. We cover Hiring, Team Building, Onboarding, Stress Management, and Leadership. Each tip links to more content and information on our website.

They say that education without application is entertainment. I encourage you to *USE* and *APPLY* the information you find most helpful right now. Invest in your development. You will see the payoff in higher productivity and lower stress for you and your team.

Knowing that there are answers, support, and ways to progress is exciting. Now let's find those answers. Reach out to me with questions at any time.

★ HIRING

1. This is a reminder of the cost of turnover. The cost to replace someone is HIGH — anywhere from one-and-a-half to eight times an employee's salary. In real-life terms, if two people with an average wage of \$50K leave a 25-person team, your cost would be \$150,000.

THIS is the silent killer of profitability in organizations large and small — everywhere.

Make this your mantra, *"An effective hiring and interview process is a top priority."* Make sure that you have an effective process. Check it against the approach we recommend in this article: [Use the Right Map — So You Don't Get Lost! \(Using this Insight for Better Hires...\)](#)

2. Making a mistake when hiring is expensive fiscally AND emotionally. Right? Yet, every time we hire someone new, we take a risk. Your job is to reduce that risk. A brilliant way to start is to make sure that you and your interview team are NOT making the TOP THIRTEEN Hiring Mistakes Interviewers make. Take this [freebie quiz](#) to see how everyone scores. (Side note: the top three mistakes — almost EVERYBODY makes them — are Personal Bias, Over focusing on Background and Talking too Much.)
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3. Here's the BIGGEST (and EASIEST to correct) mistake that interviewers and hiring managers make: You talk too much during the interview! Recall a recent interview you had with a candidate. Think back about how much you spoke compared to the percentage of time the candidate said. Did the candidate get 75 to 80% of the 'interview airtime?' If not, it is time to change the equation. Make sure the Candidate talks 75% of the time — at least in the first few interviews. It would help if you talked 20% to avoid this common mistake. [Please print this out and put it on your desk as a reminder.](#)

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4. Here are the [top three hiring mistakes](#) almost ALL Hiring Managers make — do you make them?

#1 — Assumption and Bias

#2 — Amplified Focus on Background and Experience

#3 — All Talk, No Listen

Reminder — hiring mistakes are VERY expensive. [Sign up](#) for our monthly newsletter, using this link, and receive our free guide [Risk, Reward and Research in Hiring: The 3 Biggest Mistakes Hiring Managers Make.](#)

5. *“I am convinced that nothing we do is more important than hiring and developing people. At the end of the day you bet on people, not on strategies.”* — GE CEO Larry Bossidy. Hiring matters and, if not done well, can become the ‘silent killer’ of profitability and productivity. Listen to (and review comprehensive show notes) on the [Five Reasons Why Employees Fail — Job Fit Car Analogy](#) Podcast episode #28
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6. Which Lowers Your IQ More — Multitasking, Marijuana, or Losing a Night’s Sleep? If you answered — multitasking, you are right! It causes a 10% drop in IQ and a 40% drop in productivity, and it can be ANOTHER BIG Hiring Manager mistake! [Here](#) is more info and a four-question quiz to determine if it’s hurting you as you interview others.
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7. There are three essential areas you need to focus on when hiring: 1. Planning 2. Interviewing 3. Selection. Knowing that there are THREE vital areas to concentrate on in the interview is important. If you focus less on planning and selection, you HINDER your ability to get the right people in the right seats. Here’s the [process we recommend](#) to ensure strength in each key area. (Print this!)

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8. In the [hiring process](#) we recommend that your first focus be Planning. If you've been doing jumping right into finding candidates and interviewing, and you're in a hurry, don't worry! The Planning steps are quick to implement and can be completed in less than sixty minutes.
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9. The [Science of Axiology](#) can be used as a quantitative measure of job fit. Learn how to use Axiology to compare candidates' scores to top competencies and determine EXACTLY where a person will perform well and where they could struggle.
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10. Hiring good employees is a lot like grocery shopping — mistakes happen when you're in a rush if you don't have a plan or a list. [Follow these 5 "shopping" tips.](#)

Yes, you'll spend a little time upfront, but you'll find much better candidates and spend less time later if you do them every time you interview.

The first thing you want to do is create a Performance Dashboard for the open position. (DEFINITION: This is where you identify the top three to five priorities for the position, which become success metrics for a hiring template of the person and performance expectations.)

[Learn more about the power of the Performance Dashboard and watch a short video where I show you how to create one, here.](#)

11. In the previous tip, we showed you why a Performance Dashboard matters and how to create one for your open positions. Now — you want to use the [Superior Performance Process and Worksheet](#) to select the Superior Performance Attributes (S.P.A.) for the position. You must choose the worksheet items from the worksheet based upon the priorities you outlined in the position's dashboard you created, [here](#).

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12. With your [Performance Dashboard](#) and your [Superior Performance Attributes \(S.P.A.\) worksheet](#) — you now have an unmistakable picture of the intangible skills for the position. These two tools will help you avoid two of the biggest mistakes interviewers make all the time — hiring based mostly on the background and how much they like the person! Creating the Dashboard and selecting the S.P.A. for the position takes less than 60 minutes and will SAVE you so much time down the road. You are on your way to hiring a superior performer!
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13. One key reason employees fail relates to a MIS-MATCH between the personal skills needed in the job for success and the employee's capability.

One study followed 100,000 people who were let go within eighteen months of being hired, and only 10% were fired due to a lack of experience! The rest (90%) were let go due to lack of personal skills needed on the job! Personal skills are a unique combination of personal attributes, acumen and competency.

All these statements represent "missing" Personal Skills: *"He's got a bad attitude."* *"She doesn't follow up; she blames others."* *"He doesn't get along with people."* *"He's disorganized & misses deadlines."*

Key Takeaways: Start including personal skills interview questions in every interview, prioritize intangibles. Help failing employees understand specifically (have the conversation!) where they are failing and provide support to help them improve.

14. If you use the six best interview questions that I share [here](#), and listen closely to your candidate's answers, you'll hire people with high Personal Accountability**, a key attribute found in all top performers. [In this article](#) we share examples of this trait and why it matters.

**Based on studies and research conducted by my Assessment Partner: TTI International, 98% of 6,800+ position hiring organization

benchmarks Personal Accountability is listed as one of the top 7 personal skills required for superior performance.

15. After a slow-down due to the pandemic, companies are hiring again. It is key to get the right people in the roles, especially when many people are available and applying.

Use our three-step patented leadership and sales management [hiring assessment process](#) to learn SPECIFICALLY where a candidate does and does not match your open position, assess the level of risk (there's always a risk when hiring someone new), and pinpoint specific development focus areas to help them be successful when they start.

16. Philosopher Seneca said, *"A happy life is one which is in accord with its own nature."* Listen to the questions you should be asking about each person on your team and how using the car analogy to determine job fit will help you to build a happy and productive work environment: [Why Employees Fail Podcast](#).
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17. I wonder if NASCAR Car Owner Rick Hendricks knew he was hiring the best when he decided to employ unknown and unproven race car driver Jimmie Johnson in 2001. Between 2002 and 2017, Johnson recorded seven championships, 83 career race wins, 222 top fives, 341 top tens and 35 pole positions — making him one of the greatest NASCAR racers of all time.

When Hendricks hired him, Johnson had a solid background in racing, but so do hundreds of thousands of others who want the job of Professional Race Car Driver. Like NASCAR Car Owner Rick Hendricks you have many candidates with solid experience vying for your positions. Many look good on paper and sound good in the interview. Find out how you can know which candidate will be your next 'Champion' — one of the top secrets for hiring the best, [here](#).

18. A skill found in all top performers in all jobs is Time and Self-Management. This is the ability to prioritize and complete tasks to deliver desired outcomes within allotted time frames, consistently demonstrating self-control and ability to manage time and priorities. (What job can you think of that does not need these strengths? This is important in EVERY position.) Start looking for this skill in EVERY candidate with these important [Superior Performance Interview Questions](#).
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19. A great reminder to ALL interviewers and hiring managers from HUB International's Regional Vice President of Human Resources, Jack Patterson, GPHR, SPHR, SHRM-SCP, *"We're looking to marry someone, not date someone, and so it's imperative that we do our due diligence during the hiring process, and doing due diligence doesn't mean just looking at a resume and seeing what school they went to, it is a skill assessment. Don't make decisions in silos, but also take ownership for your decisions. So, be willing to make the decision but involve others."* From our discussion: [How to Evaluate job Fit: What Great Hiring Managers Do](#).
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★ TEAM BUILDING

20. Many organizations are now working remotely and from home right now. Now is a time, more than ever before, you must rely on each other. Commitment and engagement matter. Use this [Simple 7-Point Employee Engagement Survey Process](#) to help you and your team 'Move Fast and Strong' Together!
-
21. The DISC Assessment measures communication and behavioral strengths and blind spots. It helps teammates improve how they work together. Here's more about the DISC assessment: [My Top 10 Favorite Uses for DISC.](#)
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22. One powerful way to connect with and engage each person on your team is to schedule a coffee or lunch to review a [Side By Side Report](#), revealing how two people can best understand each other and work together. This is a powerful way to create high trust, and effective and productive working relationships. You don't have to have a facilitator involved, with this sample review format to guide you: [Sample Side By Side Debrief Agenda.](#)
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23. If you are using our TriMetrix or Talent Insights coaching assessment — here are great questions for a team meeting or one-to-one coaching discussions around the results: Facilitator Notes: [Five Facilitator Questions](#), PowerPoint Presentation: [Unpacking and Sharing Your DISC and Motivators Results.](#) [Contact us](#) for a complimentary assessment.
-

24. This free team building activity, the [Personal History Exercise](#) helps teammates learn more about who they work with every day. When we better understand, even a little bit, where people come from and what they've faced, we find more understanding and empathy for who they are and what they do today. Build trust with this exercise.
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25. So many people are working remotely. Commitment and engagement matter even more. Plan a team Team Effectiveness Meeting to review how everyone is doing and how you can all work together more effectively. Use the three-step meeting plan format, free quiz and tools I share in this [step-by-step how-to video](#).
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26. Here's #1 of 3 top things you can do to increase motivation on your team (from [this article](#)):

#1: Make sure EVERY employee has clear and specific direction about what success is in their role. Studies show that leaders THINK that they have been clear about what's required for success on the job, but most employees report they are unsure or unclear about what is expected. When people feel in charge of their work, and they KNOW EXACTLY what is expected, they are less frustrated.

RESOURCE TO GET BETTER AT THIS: Use my three-step Performance Dashboard Process that I [demonstrate here](#) to GIVE every employee clear direction. It's not hard or time-consuming to do. Just do it.

27. Here's #2 of 3 top things you can do to increase motivation on your team (from [this article](#)):

#2: Check in OFTEN (formally and informally) to determine if people have the tools, resources and support they need to succeed.

Every time I conduct an [opinion survey](#) for an organization I'm surprised by how often the biggest frustrations are easily fixable resource and process issues like computers that don't work or outdated and inefficient processes that make a person's job harder.

RESOURCE TO GET BETTER AT THIS: Use the 12 Best Employee Engagement Survey Questions and 7-Point [Employee Survey Plan I share here](#) to check in MORE often.

28. Here's #3 of 3 top things you can do to increase motivation on your team (from [this article](#)):

#3: Provide Personal Support and Professional Development

90% of your employees do not invest or study personal and professional development materials on their own. Yet, a high percentage are struggling with keeping their workplace motivation up. Cost and time limitations can make it challenging for leaders to provide ongoing support in this area.

RESOURCE TO GET BETTER AT THIS: [Coaching](#) support and [team building tune ups](#).

29. When a person dares to be themselves, it seems to give everyone else the same permission. Read about [how famous Race Car Driver Dale Earnhardt, Jr. builds trust](#) by being real, just being himself, with no pretense.
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★ ONBOARDING

30. We recommend these [New Hire Actions and Best Practices by great leaders!](#)
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31. Our [Getting Them To Stay Program](#) is a new hire retention and development process that you can internally facilitate, that will help you engage and keep the people you worked so hard to recruit! This done-for-you tool can be added to your current on boarding process.
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32. You work hard to find the right candidates, but once on board — you have more work to do! Note — this is alarming statistic: 1/4 of your new hires will leave in their first 45 days, and if they don't leave then — they tend to leave before their first anniversary.

There are three things you must focus on to keep them: 1) Reduce fear. 2) Increase their understanding of the company and their job. 3) Give them everything they need to be productive quickly. Listen to (or read the transcript) of [Podcast #44: Getting New Hires to Stay.](#)

★ STRESS MANAGEMENT

33. Use our complimentary [Working from Home](#) report for personalized Working From Home Communication tips based upon your DISC Style, and gain insight and communication tips for teammates and family. Get your report now [by clicking here](#). *(Takes 10 minutes to complete. Results go directly to the email address entered when you start. Feel free to share this link and your report!)*
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34. Use this: [Five Question Worksheet — Craft a Plan to Work From Home In Peace](#).
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35. “I get things done immediately, thoroughly and cheerfully.” If all three are true you for — you’ve left overwhelm behind and you’re waking up eager. Calibrate every day to this — to see how you’re doing.

To me this statement is the best indication of how far away from or close to overwhelm I’ve allowed myself to be. I check in and try to calibrate to it daily because we’re never standing still. If I find I’m off in ‘overwhelm-land’ I can catch it early and I know what to do. In this podcast: [How to get Out of Overwhelm](#) I cover 6 practical reasons why we get into overwhelm and share 7 solutions, including the #1 tool that helps me EVERY day!

36. This is my #1 Wake Up Eager Spirit (stress management, feel better) Practice and Tip: [Take Daily Tune In Time — Reflect, Rest and Realign Every Day!](#)

We cover:

- How you can use Daily Tune In Time (TnT) to reduce stress and be more productive

- Why Tune in Time matters and how it helps you and 15+ TnT activities
 - What famous people do and other professional share what they do to align and handle stress
-

37. Reduce gift-giving stress — give them what they want based on their DISC Behavioral Style:

- [Offer Projects & Activities Based Upon Their Style](#)
 - [Encourage These Stress-Buster Activities](#)
 - [Give Gifts Based Upon D.I.S.C. Style](#)
 - [Sing Their Praises By Acknowledging Some of Your Loved One's Greatest Strengths](#)
 - [Pay Attention, These Things Make Them Crazy!](#)
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38. Staying motivated while working from home is HARD. Learn 8 ["get out of a funk" motivation strategies, here.](#)

39. THIS is WHY I volunteer on the Board of the Robert S. Hartman Institute and WHY Robert S. Hartman's work (axiology/ value science/TriMetrix/ Wake Up Eager) "grabbed" my heart and soul and has not 'let me go' since I was first certified in this science 15 years ago. [September 2020 Newsletter — What Am I Here for in this World?](#)

40. Workplace Motivators is an assessment that measures what a person is most interested in, what puts 'Gas in their tank'. Use this information for more [perfect gift](#) ideas for friends, co-workers, and family.

41. [We Are in the Same Storm, But Not in the Same Boat](#) is a powerful reminder to demonstrate that we care by tuning in and thoughtfully listening to employees, especially during turbulent times. It's a

reminder that we all have DIFFERENT life situations and DIFFERENT risk tolerances.

Here are the closing statements: *“So, friends, we are not in the same boat. We are going through a time when our perceptions and needs are completely different. Each of us will emerge, in our own way, from this storm. It is very important to see beyond what is seen at first glance. Not just looking, but seeing. We are all on different ships during this storm experiencing a very different journey.”*

Use [this article](#) and remind yourself and others to be patient, compassionate, and understanding with each other.

★ LEADERSHIP

42. The Best Practice for Leaders: “Over Communicate.”

We recommend a morning and afternoon remote “huddle” to keep in constant communication. This will lessen fear and bring about calm during uncertainty.

Sample “huddle” meeting agenda:

1. Conduct round-robin check-ins, going alphabetically by first name. Let each person take a minute or two to share what’s going well right now and what is challenging. (Don’t skip this part ‘as too personal’! During change and turmoil, people need to connect, to have a voice, and to be heard.)
2. Then, go around again and ask each person to share their work:
 - a. what they’ve accomplished since the last ‘huddle’ before
 - b. what they plan to do that day
 - c. share any roadblocks they’re encountering
 - d. ask for any help they need

43. *“The time of your birth is the time you scream. And for a lot of us, we spend the rest of our lives trying to get noticed. And all we want to do is to be heard.”* — Oscar Trimboli, author of Deep Listening, Impact Beyond Words.

Listen to [this podcast episode with Oscar](#) and learn:

- Why deep listening is so tricky -
- How to double your listening productivity with 3 simple phrases.
- How 4 unconscious Listening Villains get in your way.

- How to bring your best listening self to every interaction with these 3 actions.
-

44. Situational Leadership is the art of adjusting your leadership style to respond to change in your work environment; this includes the situational adapting of your communication style to each employee. Review how, with this complimentary [24-page Situational Leadership Guide](#).

45. I've been thinking about the power AND limitations of SYSTEMS, LOGIC, KNOWLEDGE, RULES.

THE POWER: Most endeavors will fail without a SOLID system or framework. The power in SYSTEMS is that they provide a black and white, structure and framework for working, creating, and living.

If a facilitator lacks a meeting framework to help the team make decisions and learn, the meeting will fail. Without a clear and concise mission statement, core values, performance expectations, and job dashboards, employees are unclear about priorities and where to focus, and performance suffers. In my business, my excellent website tool and assessment science partner provide the systems and framework we need to blog, podcast, consult, train and certify others — to meet our mission.

THE LIMITATIONS: However, when great SYSTEMS are put into place but they're not used properly or at all, the systems by themselves fail. Think of well-written core values that never permeate the culture, or a beautiful website that never gets used or visited.

For systems to be successful, we must consider and equally focus on — how they will be used. And, even more importantly — will they share, explain, and give meaning to the people impacted by the 'new rules' or systems?

Are you thinking about SYSTEMS with an EQUAL FOCUS on the IMPLEMENTATION and USE, and then GAINING PERSONAL BUY-IN? Knowing that there are THREE dimensions needed for the success of

ANY initiative — is eye-opening and a game changer. Are you BALANCED in all three dimensions in your approach? Here's a clue on how you're doing — if the 'rules' or 'systems' are being ignored — you are OUT of BALANCE.

We use the [Science of Axiology](#) to measure how clearly a person sees, understands and appreciates these three dimensions: systems, actions and people. And then to help them create more balance and effectiveness in ALL areas of their life.

46. Feel like you've stalled or aren't getting the forward momentum that you once had? Here are [20 leadership habits](#) that might be holding you back.
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47. Taking a facilitative approach matters more today than ever before. Find out what that is and the eight-core practices of facilitative leaders in this [wise and information discussion with Certified Master Facilitator and Author Michael Wilkinson](#).

★Data Dome President Lisa Bouchard, sent in this feedback about my discussion with Michael, *"Suzie, I just had to let you know that I listened to "Why Facilitative Leaders have Greater Success" podcast on my hike this weekend. I absolutely loved it and learned so much that I will hopefully incorporate into my own facilitation. I can see why you admire Michael Wilkinson so much and how he is one of the "pillars" that has contributed to why you are so amazing at what you do. Thanks for sharing your podcasts, your passion, your insights, and expertise. You truly are a 'Wonder Woman'"*

48. To be a great leader is to learn to be a great listener. This article: [The States of Distress, how to comfort someone when something bad happens to them](#) highlights how important it is to REALLY listen, be present and tune in to friends, family, colleagues and employees BEFORE trying to help. They share The Four States of Distress Model to determine what kind of help someone may want, as it differs at every stage. Bottom line: If we can really listen — we'll know what help to offer and when. If we ever do not know what to do — just listen, ask questions, and express support.
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49. Take in the importance of tuning in to and demonstrating care with your employees. It is very important to see beyond what is seen at first glance. Not just looking, seeing, and really listening.

Listen with no agenda, no fixing it, no sharing your advice, opinion, or situation. Just listen and watch and feel how it helps. We all need to be seen and valued, and to re-learn this: “Listening is often the only thing needed to help someone.” (People are wise and have many of their own resources to make good decisions, help them, empower them — by really LISTENING.)

★ ABOUT SUZIE PRICE

Suzie Price is a results-oriented Professional Facilitator, Consultant, and Author with over 25 years' experience in business and management. Her company is Priceless Professional Development (PPD).

She specializes in helping Senior Leaders build an energetic, committed and drama-free workforce, reduce turnover, and increase productivity.



Before Suzie started PPD in 2004 she was in operations and human resource roles with great companies like: NCR, State Farm Insurance, Oracle Corporation and Right Management Consulting. She graduated from the University of South Carolina.

Suzie is a life-long learner. Some of her professional certifications include:

- Certified Axiological Practitioner
- Certified Professional DISC Analyst
- Certified Professional Motivators Analyst
- Certified TriMetrixHD Expert Analyst
- Certified Professional Facilitator
- Certified Customer Oriented Selling Instructor

She produces the Wake Up Eager Workforce Podcast and has written two books: 120 Stress Management Strategies and Daily Tips for Professionals and How to Hire Superior Performers: 70 Best Practices, Strategies and Tips for Interviewers. She provides ongoing inspiration and success strategies for leaders and business owners.

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